

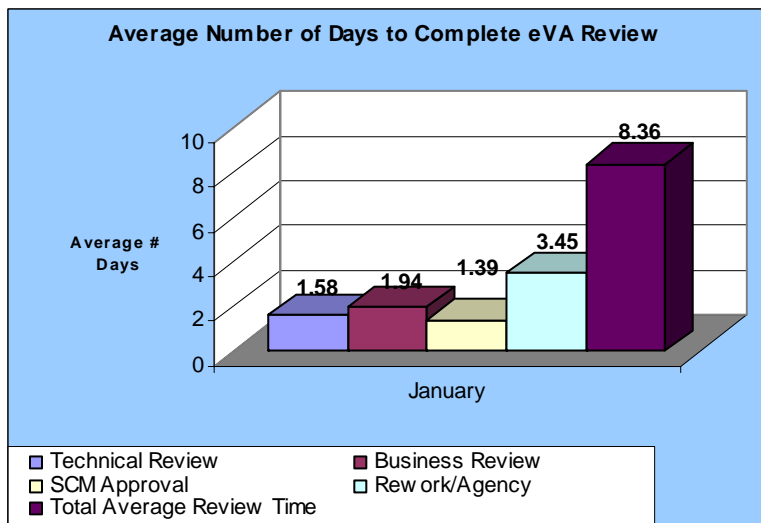
## Procurement Process Update

### Overview

This "Update," the second in the series, highlights ways that IT procurement tracking is being improved and explains elements of the different procurement processes.

### Product Receiving at a Glance

Whether IT products are procured through Northrop Grumman or VITA there are two stages of receiving for every request: first by the ordering agency (Northrop Grumman or VITA) and then by the agency that made the original request. To help track from request to order to delivery to receipt the "Attn:" field in eVA is used to hold the original PR (purchase request) number. That number is passed to the vendor and then when the product is shipped that PR# should appear on the packing slip. Not every vendor sends that number along which can lead to confusion. To help avoid confusion it is always good to contact Northrop Grumman receiving ([ITAssetManager@ngc.com](mailto:ITAssetManager@ngc.com)) or VITA receiving ([evaorders@vita.virginia.gov](mailto:evaorders@vita.virginia.gov)).



### eVA Review Timeframes

In January, 329 IT infrastructure PRs passed through eVA. The chart at left shows the average number of business days those PRs spent in each of the four stages of review. The tallest bar, at right, is the cumulative average an IT infrastructure PR was in review – 8.36 business days. This does not include the timeframe to procure and deliver products, which will be the focus of future metrics.

### New Commodity Codes Released

As of March 1, 2007 there's a new list of commodity codes for IT products and services. Those can be found on the VITA Web site, at the very bottom of the following Web page [www.vita.virginia.gov/procurement/buyerResources.cfm](http://www.vita.virginia.gov/procurement/buyerResources.cfm). These codes establish both IT infrastructure and non-infrastructure goods and services available for purchase.

**The new Product Support Center (PSC)**, located in Norfolk, plays a vital role in procurement and distribution of hardware to agencies. The PSC is rapidly becoming the hub for every piece of hardware that will be refreshed at Commonwealth of Virginia agencies in the coming years. To date the PSC has prepped and delivered 200+ desktops to offices around Virginia. This facility has also begun to streamline procurement by tracking current and anticipated agency IT infrastructure needs, and by acting as a clearinghouse for equipment receipt and shipping.

### Contact Info for IT Procurement

VITA procurement inquiries: [evaorders@vita.virginia.gov](mailto:evaorders@vita.virginia.gov)

Northrop Grumman procurement inquiries: [vitapo@ngc.com](mailto:vitapo@ngc.com)

## Q&A: Service Request Processes

	Request for Services (RFS)	Procure to Pay (P2P)	Telephony Service Request (TSR)	Urgent Procurement
<b>What is the purpose of this process?</b>	For VITA to develop and validate a technical solution in response to an agency's business requirements that aligns to ITP services and product standards	For agencies to request and receive standard infrastructure items/services, as well as to ensure infrastructure items/services align to ITP standards	For agencies to request and receive telephony services	For agencies to request and rapidly receive critical infrastructure items or services that have a significant impact on agency business functions
<b>What types of items/services are procured?</b>	New and/or enhanced services that are above and beyond the services offered through Current Operations. The new or enhanced services can involve multiple functional towers (e.g. desktops, servers, network) and will typically require more than 40 labor hours to complete.	Replacements and/or maintenance of current infrastructure items/services. Also new (standard) infrastructure items/services that typically require fewer than 40 labor hours.	New telephony services or enhancements to existing telephony services	Procurement when federal funds are expiring. When officials designated for VIP service have immediate needs. Or failure of systems or components during critical periods.
<b>What are some examples of appropriate procurements?</b>	Support services for new sites/facilities New or enhanced services Major projects such as the stand-up of a new application	Replacement of existing failed infrastructure IT hardware including desktops/laptops, servers, peripherals, network equipment IT software including software licenses and renewals IT services including maintenance contracts, call support	New telephone lines Additional telephone features Cell phones Pagers	Items critical to the continuity of any operation or to ensure public safety Failure of a component used in the operation of the Governor's office Need to complete the procurement of goods/services before federal funding expires
<b>How many business days should this process take?</b>	30 to 90 days to develop technical solution based on the complexity of business requirements This <i>does not</i> include time to deploy solution	45 to 60 days from submission to receipt Contingent upon complete information being provided Timeframe <i>does</i> incorporate time required to order and deliver requested item/service	5 – 90 days depending on facility availability and services requested	Variable – Response time dependent upon urgency of request and availability of replacement equipment
<b>Who is the primary point of contact for this process?</b>	Agency's assigned Agency Performance Manager (APM) and/or Customer Account Managers (CAM)	Mike Bagby process owner Tammy Helms POC	Agency's assigned Agency Telecomm Coordinator (ATC)	Agency Performance Manager (APM)
<b>How are requests submitted for this process?</b>	Contact APM directly to provide requirements, then work with APM to complete RFS form detailing business requirements for infrastructure items/services. eVA requests that should be processed through RFS will be identified and redirected	Enter requests for each infrastructure item/service individually into eVA. Requests should be accompanied by a P2P form, completed by the SLD, with business requirements and justification.	Contact VCCC directly to provide business requirements	Request is entered into eVA and the AITR is notified of the urgency. AITR notifies APM